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August 27, 1998

**EX PARTE PRESENTATION**

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
1919 M Street, NW  
Washington, DC 20554

EX PARTE OR LATE FILED

RECEIVED

AUG 27 1998

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: *In the Matter of Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance for Provision of In-Region, InterLATA Services in Oklahoma, CC Docket No. 97-121*

Dear Ms. Salas:

Enclosed herewith are the Southwestern Bell performance measurement results for the month of July 1998. In an ex parte letter dated May 13, 1998, Southwestern Bell submitted its first set of operations support systems (OSS) performance measurement results and solicited the Staff's input regarding the format of the data to be filed going forward. Furthermore, as requested in the May 13 correspondence, Southwestern Bell invites the Staff to identify any areas of concern based upon its review of these results.

Please note a recent change in the reporting methodology for Missouri and Kansas. Missouri has been separated into the St. Louis and Kansas City, Missouri areas. Kansas is now shown as the Kansas City, Kansas area. We have also begun to produce an additional document each month called the "Performance Measurement Report", which is designed to compare the performance results for each measurement. In those cases where the objective is to meet a specific standard, a comparison of the performance results with the standard is shown. In other cases where the objective is parity, a side-by-side comparison of the performance results experienced by the CLECs and Southwestern Bell is shown. Where a standard is not met or parity is not achieved, an explanation is given in the "Comments" section of the report or there may an indication that Southwestern Bell has initiated an investigation into the reasons for the disparity.

In accordance with the Commission's rules regarding ex parte communications, an original and two copies of this letter and the attachment are provided for the official record.

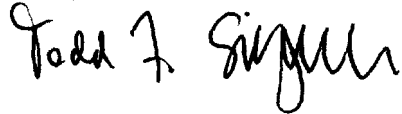
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Please contact me should you have any questions concerning the foregoing.

Respectfully submitted,

A handwritten signature in black ink, reading "Todd F. Silbergeld". The signature is written in a cursive, flowing style.

Todd F. Silbergeld  
Director-Federal Regulatory

Attachment

cc: Ms. K. Brown (letter only)  
Ms. C. Matthey (letter only)  
Mr. M. Pryor (letter only)  
Ms. A. Wright

## PERFORMANCE MEASUREMENT REPORT

Pre-Ordering/Ordering				
Average Response Time for OSS Pre-Order Interfaces in seconds	CLEC/SWBT	Standard	Within Standard	COMMENTS
DATAGATE - Address Verification	3.20	5.0	Yes	Under Investigation
DATAGATE - Request for Telephone Number	3.90	4.0	Yes	
DATAGATE - Request for CSR	n/a	6.0	n/a	
DATAGATE - Service Availability	7.50	3.0	No	
DATAGATE - Service Appointment Scheduling	0.70	2.0	Yes	
DATAGATE - Dispatch Required	11.80	17.0	Yes	
VERIGATE - Address Verification	2.80	5.0	Yes	Under Investigation
VERIGATE - Request for Telephone Number	4.80	4.0	No	
VERIGATE - Request for CSR	2.20	7.0	Yes	Under Investigation
VERIGATE - Service Availability	16.00	11.0	No	
VERIGATE - Service Appointment Scheduling	0.70	2.0	Yes	
VERIGATE - Dispatch Required	10.20	17.0	Yes	
EASE Average Response Time in seconds	CLEC	SWBT		COMMENTS
Division - Missouri	0.74	0.94		
Division - Arkansas	0.95	1.47		
Division - Kansas	1.03	1.17		
Division - Houston	0.98	1.26		
Division - Oklahoma	1.41	1.37		
Division - Dallas	0.95	1.26		
Division - San Antonio	1.22	1.48		
OSS Interface Percent Availability	CLEC/SWBT			COMMENTS
DATAGATE	100.00%			Varies by CLEC
VERIGATE	99.70%			
LEX	99.70%			
EDI	n/a			
TOOLBAR	99.50%			
RAF by CLEC	---			
Consumer EASE Availability - By Division (CPU Platform)	CLEC/SWBT			COMMENTS
Division - Missouri	100.00%			
Division - Arkansas	100.00%			
Division - Kansas	100.00%			
Division - Houston	99.74%			
Division - Oklahoma	100.00%			
Division - Dallas	99.95%			
Division - San Antonio	99.79%			
Business EASE Availability - By Division (CPU Platform)	CLEC/SWBT			COMMENTS
Division - Missouri	100.00%			
Division - Arkansas	100.00%			
Division - Kansas	100.00%			
Division - Houston	99.79%			
Division - Oklahoma	100.00%			
Division - Dallas	100.00%			
Division - San Antonio	99.79%			

July 1998

## PERFORMANCE MEASUREMENT REPORT

re-Ordering/Ordering

% Firm Order Confirmations Received Within "x" Hours - Mechanized		CLEC	COMMENTS	
Residence and Simple Business - LEX - <24 Hours		88.3%		
Residence and Simple Business - EDI - <24 Hours		n/a		Insufficient Sample
Complex Business - LEX - <48 Hours		70.3%		
Complex Business - EDI - <48 Hours		n/a		Insufficient Sample
UNE Loop and Switch Ports - LEX - <24 Hours		82.6%		
UNE Loop and Switch Ports - EDI - <24 Hours		n/a		Insufficient Sample
Other - LEX - <24 Hours		50.0%		Insufficient Sample
Other - EDI - <24 Hours		n/a		Insufficient Sample
% Firm Order Confirmations Received Within "x" Hours - Manual		CLEC	COMMENTS	
Residence and Simple Business - <24 Hours		97.6%		
Complex Business - Negotiated - Recd. on Time		n/a		Insufficient Sample
Complex Business - ( 1 - 200 Lines ) - <48 Hours		91.4%		
Complex Business - ( 200 + Lines ) - Recd. on Time		97.6%		
UNE Loop - ( 1 - 50 Lines ) - <24 Hours		85.7%		
UNE Loop - ( 50 + Lines ) - <48 Hours		97.6%		
Switch Ports - <24 Hours		50.0%		Insufficient Sample
Other - <24 Hours		n/a		Insufficient Sample
Average Time to Return FOC		CLEC	COMMENTS	
Residence and Simple Business - LEX		15.5		
Residence and Simple Business - EDI		n/a		Insufficient Sample
Complex Business - LEX		57.9		
Complex Business - EDI		n/a		Insufficient Sample
UNE Loop and Switch Ports - LEX		14.8		
UNE Loop and Switch Ports - EDI		n/a		Insufficient Sample
Other - LEX		24.7		Insufficient Sample
Other - EDI		n/a		Insufficient Sample
% Mechanized Completions Returned Within 1 Hour of SORD Batch Cycle		CLEC	COMMENTS	
LEX		99.8%		
EDI		100.0%		Insufficient Sample
Average Time to Return Mechanized Completions (Hours)		CLEC	COMMENTS	
LEX		0.17		
EDI		0.05		Insufficient Sample
Percent Rejects (For the Electronic Interfaces EDI and LEX)		CLEC	COMMENTS	
LEX		12.7%		
EDI		n/a		Insufficient Sample
% Mechanized Rejects Returned Within 1 Hour of start of EDI/LASR Batch Process		CLEC	COMMENTS	
LEX		96.9%		
EDI		n/a		Insufficient Sample
Mean Time to Return Mechanized Rejects (Hours)		CLEC	COMMENTS	
LEX		0.17		
EDI		n/a		Insufficient Sample
Order Process % Flow Through - EASE		CLEC	SWBT	COMMENTS
Through Posting		84.1%	87.7%	
Through Completion		90.9%	91.4%	
Through SORD Distribution		92.3%	93.3%	

July 1998

# PERFORMANCE MEASUREMENT REPORT

Billing

	CLEC	SWBT	COMMENTS
Billing Accuracy			
CRIS Usage Bill Audit (Percent Error Rate)	0.11%	0.17%	
CABS Usage Bill Audit (Percent Error Rate)	0.00%	0.00%	Insufficient Sample
CRIS Bill Audit (Percent Error Rate)	0.00%	0.00%	

## CLEC

Percent of Accurate and Complete Formatted Mechanized Bills	100.0%		
Percent of Billing Records Transmitted Correctly	100.0%		
Billing Completeness - Percent Complete	96.8%		
Billing Timeliness (Mechanized Bill) - Percent on Time	66.9%		
Daily Usage Feed Timeliness - Percent on Time	93.8%		
Percent Unbillable Usage - CRIS (AMA/ECS)	0.091%		
Percent Unbillable Usage - CABS	0.015%		

## Miscellaneous Administrative

	Dallas	Alliance	SWBT	COMMENTS
LSC Average Speed of Answer (Seconds)	8.0	4.0	41.92	

	LOC	SWBT	COMMENTS
LOC Average Speed of Answer (Seconds)	8.0	n/a	

July 1998

# PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services			
		North Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	28.4%		
% Calls Answered in < 2.5 Seconds	41.9%		
% Calls Answered in > 7.5 Seconds	28.1%		
% Calls Answered in > 10.0 Seconds	19.9%		
% Calls Answered in > 15.0 Seconds	10.3%		
% Calls Answered in > 20.0 Seconds	4.8%		
% Calls Answered in > 25.0 Seconds	2.3%		
Average Speed of Answer (Seconds)	5.9		
		West Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	34.3%		
% Calls Answered in < 2.5 Seconds	47.3%		
% Calls Answered in > 7.5 Seconds	24.4%		
% Calls Answered in > 10.0 Seconds	18.6%		
% Calls Answered in > 15.0 Seconds	10.5%		
% Calls Answered in > 20.0 Seconds	5.3%		
% Calls Answered in > 25.0 Seconds	2.8%		
Average Speed of Answer (Seconds)	5.5		
		Southeast Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	32.0%		
% Calls Answered in < 2.5 Seconds	49.2%		
% Calls Answered in > 7.5 Seconds	18.8%		
% Calls Answered in > 10.0 Seconds	12.3%		
% Calls Answered in > 15.0 Seconds	5.5%		
% Calls Answered in > 20.0 Seconds	2.0%		
% Calls Answered in > 25.0 Seconds	0.7%		
Average Speed of Answer (Seconds)	4.4		
		South Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	25.4%		
% Calls Answered in < 2.5 Seconds	40.7%		
% Calls Answered in > 7.5 Seconds	24.7%		
% Calls Answered in > 10.0 Seconds	16.6%		
% Calls Answered in > 15.0 Seconds	7.0%		
% Calls Answered in > 20.0 Seconds	3.1%		
% Calls Answered in > 25.0 Seconds	1.7%		
Average Speed of Answer (Seconds)	5.4		

NOTE: \* These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

## PERFORMANCE MEASUREMENT REPORT

## Directory Assistance/Operator Services (Continued)

## North Texas\*

Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	38.1%		
% Calls Answered in < 2.5 Seconds	57.4%		
% Calls Answered in > 7.5 Seconds	8.2%		
% Calls Answered in > 10.0 Seconds	3.3%		
% Calls Answered in > 15.0 Seconds	0.8%		
% Calls Answered in > 20.0 Seconds	0.4%		
% Calls Answered in > 25.0 Seconds	0.1%		
Average Speed of Answer (Seconds)	3.1		

## West Texas\*

Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	35.6%		
% Calls Answered in < 2.5 Seconds	55.1%		
% Calls Answered in > 7.5 Seconds	8.4%		
% Calls Answered in > 10.0 Seconds	3.6%		
% Calls Answered in > 15.0 Seconds	1.1%		
% Calls Answered in > 20.0 Seconds	0.3%		
% Calls Answered in > 25.0 Seconds	0.2%		
Average Speed of Answer (Seconds)	3.2		

## Southeast Texas\*

Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	52.2%		
% Calls Answered in < 2.5 Seconds	68.3%		
% Calls Answered in > 7.5 Seconds	7.2%		
% Calls Answered in > 10.0 Seconds	4.3%		
% Calls Answered in > 15.0 Seconds	1.7%		
% Calls Answered in > 20.0 Seconds	0.8%		
% Calls Answered in > 25.0 Seconds	0.4%		
Average Speed of Answer (Seconds)	2.7		

## South Texas\*

Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	41.9%		
% Calls Answered in < 2.5 Seconds	61.8%		
% Calls Answered in > 7.5 Seconds	7.2%		
% Calls Answered in > 10.0 Seconds	3.4%		
% Calls Answered in > 15.0 Seconds	1.0%		
% Calls Answered in > 20.0 Seconds	0.4%		
% Calls Answered in > 25.0 Seconds	0.4%		
Average Speed of Answer (Seconds)	2.9		

NOTE: \* These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

## PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)			
Eastern Missouri			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	35.8%		
% Calls Answered in < 2.5 Seconds	51.6%		
% Calls Answered in > 7.5 Seconds	17.5%		
% Calls Answered in > 10.0 Seconds	11.4%		
% Calls Answered in > 15.0 Seconds	5.8%		
% Calls Answered in > 20.0 Seconds	3.1%		
% Calls Answered in > 25.0 Seconds	2.0%		
Average Speed of Answer (Seconds)	4.5		
Kansas and Western Missouri Combined			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	33.2%		
% Calls Answered in < 2.5 Seconds	53.1%		
% Calls Answered in > 7.5 Seconds	11.7%		
% Calls Answered in > 10.0 Seconds	7.0%		
% Calls Answered in > 15.0 Seconds	2.0%		
% Calls Answered in > 20.0 Seconds	0.7%		
% Calls Answered in > 25.0 Seconds	0.3%		
Average Speed of Answer (Seconds)	3.5		
Eastern Missouri			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	32.9%		
% Calls Answered in < 2.5 Seconds	49.2%		
% Calls Answered in > 7.5 Seconds	18.4%		
% Calls Answered in > 10.0 Seconds	12.2%		
% Calls Answered in > 15.0 Seconds	5.9%		
% Calls Answered in > 20.0 Seconds	2.9%		
% Calls Answered in > 25.0 Seconds	1.6%		
Average Speed of Answer (Seconds)	4.6		
Kansas and Western Missouri Combined			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	31.7%		
% Calls Answered in < 2.5 Seconds	51.6%		
% Calls Answered in > 7.5 Seconds	12.5%		
% Calls Answered in > 10.0 Seconds	7.3%		
% Calls Answered in > 15.0 Seconds	2.3%		
% Calls Answered in > 20.0 Seconds	0.6%		
% Calls Answered in > 25.0 Seconds	0.3%		
Average Speed of Answer (Seconds)	3.7		

NOTE: \* These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.



## PERFORMANCE MEASUREMENT REPORT

Directory Assistance/Operator Services (Continued)			
		Oklahoma	
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	26.6%		
% Calls Answered in < 2.5 Seconds	46.2%		
% Calls Answered in > 7.5 Seconds	12.5%		
% Calls Answered in > 10.0 Seconds	6.0%		
% Calls Answered in > 15.0 Seconds	1.2%		
% Calls Answered in > 20.0 Seconds	0.5%		
% Calls Answered in > 25.0 Seconds	0.3%		
Average Speed of Answer (Seconds)	3.7		
		Oklahoma	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	14.6%		
% Calls Answered in < 2.5 Seconds	26.4%		
% Calls Answered in > 7.5 Seconds	35.5%		
% Calls Answered in > 10.0 Seconds	24.6%		
% Calls Answered in > 15.0 Seconds	11.0%		
% Calls Answered in > 20.0 Seconds	4.8%		
% Calls Answered in > 25.0 Seconds	2.4%		
Average Speed of Answer (Seconds)	7		
		Arkansas	
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	16.9%		
% Calls Answered in < 2.5 Seconds	32.0%		
% Calls Answered in > 7.5 Seconds	26.6%		
% Calls Answered in > 10.0 Seconds	17.6%		
% Calls Answered in > 15.0 Seconds	8.6%		
% Calls Answered in > 20.0 Seconds	4.0%		
% Calls Answered in > 25.0 Seconds	1.6%		
Average Speed of Answer (Seconds)	6		
		Arkansas	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	21.7%		
% Calls Answered in < 2.5 Seconds	36.1%		
% Calls Answered in > 7.5 Seconds	24.8%		
% Calls Answered in > 10.0 Seconds	16.6%		
% Calls Answered in > 15.0 Seconds	7.9%		
% Calls Answered in > 20.0 Seconds	3.3%		
% Calls Answered in > 25.0 Seconds	1.4%		
Average Speed of Answer (Seconds)	5.7		

## PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	1.74	2.42	Yes	
Mean Installation Interval - Field Work - Business	2.00	2.88		Insufficient Sample
Mean Installation Interval - No Field Work - Residence	1.31	0.62	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	2.74	0.86	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	n/a	2.55		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	98.78%	95.79%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	100.00%	90.72%		Insufficient Sample
% Installations Completed Within in 3 Days - No Field Work - Residence	99.27%	99.37%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	74.81%	96.49%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	3.10%	5.35%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	0.00%	5.48%		Insufficient Sample
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.10%	0.03%	No	July 97 - May 98 within parity
% SWBT Caused Missed Due Dates - No Field Work - Business	0.42%	0.22%	No	Feb 98 - June 98 within parity
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.55%	4.02%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	4.08%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	12.50%	7.61%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	10.07%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.82%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	16.50	12.16		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	12.46		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.49%	4.38%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	7.14%	2.19%		Insufficient Sample
% Trouble Reports within 10 Days - No Field Work - Residence	1.32%	1.76%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.21%	1.81%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.33%	3.38%	Yes	
Trouble Report Rate (%) - Business	0.31%	1.75%	Yes	
% Missed Repair Commitments - Dispatch - Residence	10.43%	9.77%	Yes	
% Missed Repair Commitments - Dispatch - Business	20.00%	17.12%		Insufficient Sample
% Missed Repair Commitments - No Dispatch - Residence	3.95%	5.61%	Yes	
% Missed Repair Commitments - No Dispatch - Business	33.33%	10.94%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	19.68	17.52	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	n/a	12.25		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	26.08	6.40		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	16.82	4.50		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	15.27	13.41	No	Aug 97 - June 98 within parity
Receipt To Clear Duration - Out of Service - Dispatch - Business	8.35	9.06		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	6.91	7.58		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	n/a	4.65		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	93.39%	96.19%	No	Oct 97 - May 98 within parity
% Out of Service (OOS) <24 Hours - Business	100.00%	96.40%		Insufficient Sample
% Repeat Reports - Residence	3.65%	8.88%	Yes	
% Repeat Reports - Business	0.00%	7.58%		Insufficient Sample

## PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	0.00			
Average Installation Interval - ISDN	n/a			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	n/a	4.65%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	0.00%	3.17%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	1.88%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	9.23%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	n/a	0.52%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	1.59%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	3.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	2.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	n/a	8.33		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	2.68	16.99		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	11.71		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	102.99		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	3.47	4.86		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	24.90		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	12.25		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	6.13		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	4.23		Insufficient Sample
% Repeat Reports - VGPL	0.00%	5.26%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	1.52%		Insufficient Sample
% Repeat Reports - DDS	n/a	6.12%		Insufficient Sample
% Repeat Reports - DS1	n/a	3.45%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.88%	2.54%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.64%	5.04%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.36%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	n/a	33.72%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	14.29%		Insufficient Sample

## PERFORMANCE MEASUREMENT REPORT

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	8.29			
Average Installation Interval (Days) - DS1 Loop *	4.17			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	7.00			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	15.38%			
% Installations Completed Within in 3 Days - DS1 Loop *	16.67%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	0.00%			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port *	n/a			Insufficient Sample
* NOTE: These results are preliminary and subject to change upon further validation.				
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	3.17%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	4.62%	4.65%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	9.23%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	3.68%	1.88%	No	Feb, Mar, May, June 98 within parity
% Trouble Report within 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	1.59%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.52%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	2.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	3.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	0.00%	5.04%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.37%	2.54%	Yes	
Trouble Report Rate (%) - DS1 Loop	1.36%	33.72%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	53.85%	9.77%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	16.99		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	5.67	8.33		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	102.99		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	24.90		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	1.35	4.86		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	6.13		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	46.15%	96.19%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	1.52%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	9.52%	5.26%		Insufficient Sample
% Repeat Reports - DS1 Loop	9.52%	3.45%		Insufficient Sample

## PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)			
	Result	COMMENTS	
Percent Installations Completed Within in 3 Days	21.06%		
Percent Installations Completed Within in 7 Days	73.89%		
Percent Installations Completed Within in 10 Days	76.85%		
Average Installation Interval (Days)	5.60		
Percent Trouble Reports within 30 Days	0.00%		
Percent Missed Due Dates	0.00%		

Interconnection Trunks				
	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	2.37%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.01%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.01%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT	COMMENTS	
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	100.0%		
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	100.0%		
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	n/a		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	18.50	n/a		Insufficient Sample

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.26	2.83	Yes	
Mean Installation Interval - Field Work - Business	2.58	3.26	Yes	
Mean Installation Interval - No Field Work - Residence	1.31	0.91	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.55	0.78	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	n/a	2.97		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	97.68%	93.87%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	94.42%	91.29%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	98.67%	97.79%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	93.46%	96.12%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	5.07%	5.87%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	8.98%	6.27%	No	Oct 97 - June 98 within parity
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.03%	0.03%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.14%	0.23%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	4.32%	4.91%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	7.81%	5.38%	No	Oct 97 - June 98 within parity
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	13.04%	9.70%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	15.00%	12.05%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	1.62%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	1.20%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	11.17	13.94		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	11.25	15.31		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	6.19%	4.40%	No	Jan 98 - June 98 within parity
% Trouble Reports within 10 Days - Field Work - Business	1.95%	2.38%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.62%	1.94%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.65%	1.75%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.01%	3.45%	Yes	
Trouble Report Rate (%) - Business	1.31%	1.73%	Yes	
% Missed Repair Commitments - Dispatch - Residence	6.90%	7.77%	Yes	
% Missed Repair Commitments - Dispatch - Business	9.40%	13.46%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	8.02%	5.56%	No	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	12.28%	11.61%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	23.63	25.85	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	12.51	21.20	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	9.43	7.83		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	7.32	4.70		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	21.48	18.03	No	Jan 98 - June 98 within parity
Receipt To Clear Duration - Out of Service - Dispatch - Business	12.11	13.17	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	8.21	10.08	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	5.38	6.21	Yes	
% Out of Service (OOS) <24 Hours - Residence	79.15%	85.67%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	92.14%	89.48%	Yes	
% Repeat Reports - Residence	5.67%	7.72%	Yes	
% Repeat Reports - Business	6.58%	6.41%	Yes	

## PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	5.10			
Average Installation Interval - ISDN	5.00			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	6.50			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	0.87%	Yes	
% SWBT Caused Missed Due Dates - ISDN	0.00%	3.17%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	3.64%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	14.29%		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	1.71%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	10.26%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	3.17%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	5.25		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	5.04	19.68		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	15.03		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	4.38		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	20.04		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	4.75	20.00		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	0.38	11.62		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	17.86		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	11.10		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	30.09		Insufficient Sample
% Repeat Reports - VGPL	25.00%	3.36%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	2.44%		Insufficient Sample
% Repeat Reports - DDS	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.50%	2.82%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	8.33%	6.15%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.19%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	n/a	5.56%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	13.21%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	12.00			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop *	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port *	n/a			Insufficient Sample
* NOTE: These results are preliminary and subject to change upon further validation.				
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	3.17%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	0.87%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	10.26%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	1.71%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	3.17%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	5.25		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	6.15%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	n/a	2.82%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	n/a	5.56%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	7.77%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	15.03		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	19.68		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	11.62		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	20.00		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	11.10		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	85.67%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	2.44%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	3.36%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	0.00%		Insufficient Sample



## PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)			
	Result	COMMENTS	
Percent Installations Completed Within in 3 Days	0.86%		
Percent Installations Completed Within in 7 Days	20.26%		
Percent Installations Completed Within in 10 Days	42.24%		
Average Installation Interval (Days)	10.10		
Percent Trouble Reports within 30 Days	0.00%		
Percent Missed Due Dates	0.00%		

Interconnection Trunks				
	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.22%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.55%			
	CLEC	SWBT	COMMENTS	
Percent Missed Due Dates - CLEC to SWBT Trunking	n/a	14.8%		Insufficient Sample
Percent Missed Due Dates - SWBT to CLEC Trunking	n/a	14.8%		Insufficient Sample
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	21.01		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	21.01		Insufficient Sample

## PERFORMANCE MEASUREMENT REPORT

## POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	1.74	2.64	Yes	
Mean Installation Interval - Field Work - Business	1.95	2.74	Yes	
Mean Installation Interval - No Field Work - Residence	1.35	0.82	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.84	0.83	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - UNE Combos	n/a	2.67		Insufficient Sample
% Installations Completed Within in 5 Days - Field Work - Residence	98.88%	94.40%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	100.00%	93.18%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	97.85%	97.94%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	87.09%	95.54%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	1.67%	5.21%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	0.00%	3.55%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.05%	0.03%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.43%	0.21%	No	Under Investigation
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.67%	4.01%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	2.40%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	3.94%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	14.12%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	1.18%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	4.00	8.61		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	15.12		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.01%	2.76%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	1.69%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.21%	1.30%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.32%	1.14%	Yes	

## POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	5.52%	4.02%	No	Under Investigation
Trouble Report Rate (%) - Business	1.09%	2.00%	Yes	
% Missed Repair Commitments - Dispatch - Residence	7.89%	10.87%	Yes	
% Missed Repair Commitments - Dispatch - Business	13.64%	10.51%		Insufficient Sample
% Missed Repair Commitments - No Dispatch - Residence	12.24%	7.00%	No	Under Investigation
% Missed Repair Commitments - No Dispatch - Business	50.00%	10.25%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	27.25	34.68	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	37.71	21.10		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	1.18	9.91		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	6.75		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	18.72	21.06	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	8.06	13.91		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	18.61	14.16		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	n/a	8.85		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	74.38%	78.29%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	100.00%	88.19%		Insufficient Sample
% Repeat Reports - Residence	7.72%	7.61%	Yes	
% Repeat Reports - Business	18.75%	8.20%		Insufficient Sample

## PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	7.41			
Average Installation Interval - ISDN	5.00			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	1.38%	Yes	
% SWBT Caused Missed Due Dates - ISDN	0.00%	1.13%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	2.19%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	4.53%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.08%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.73%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	0.00%	0.28%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	7.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	4.76	19.19		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	21.77		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	7.08		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	5.53		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	290.50		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	1.41	25.79		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	14.12		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	16.85		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	2.16		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	359.07		Insufficient Sample
% Repeat Reports - VGPL	25.00%	4.68%		Insufficient Sample
% Repeat Reports - ISDN	n/a	5.09%		Insufficient Sample
% Repeat Reports - DDS	n/a	2.99%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.76%	3.50%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	5.66%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.30%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	13.43%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	50.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	8.89			
Average Installation Interval (Days) - DS1 Loop *	16.00			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital *	33.00			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	34.09%			
% Installations Completed Within in 3 Days - DS1 Loop *	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital *	0.00%			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port *	n/a			Insufficient Sample
* NOTE: These results are preliminary and subject to change upon further validation.				
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	0.00%	1.13%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	1.38%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	0.00%	4.53%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	0.00%	2.19%	Yes	
% Trouble Report within 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	0.00%	0.28%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.73%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	7.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	4.17%	5.66%	Yes	
Trouble Report Rate (%) - BRI Loop - VGPL	2.67%	3.50%	Yes	
Trouble Report Rate (%) - DS1 Loop	2.80%	13.43%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	55.56%	10.87%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	0.40	21.77		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	7.39	19.19	Yes	
Mean Time to Restore - DS1 Loop (Dispatch)	5.71	5.53		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	14.12		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	8.92	25.79		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	2.16		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	44.44%	78.29%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	50.00%	5.09%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	7.27%	4.68%	Yes	
% Repeat Reports - DS1 Loop	10.00%	0.00%	Yes	

## PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)			
	Result		COMMENTS
Percent Installations Completed Within in 3 Days	0.64%		
Percent Installations Completed Within in 7 Days	35.90%		
Percent Installations Completed Within in 10 Days	80.13%		
Average Installation Interval (Days)	9.60		
Percent Trouble Reports within 30 Days	0.00%		
Percent Missed Due Dates	0.00%		

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.01%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.01%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.55%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	n/a	40.3%		Insufficient Sample
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	40.3%		
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	94.17		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	24.02	94.17		Insufficient Sample

## PERFORMANCE MEASUREMENT REPORT

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	1.71	2.66	Yes	Appears CLEC Requested Due Dates Greater than Offered Date Appears CLEC Requested Due Dates Greater than Offered Date Insufficient Sample
Mean Installation Interval - Field Work - Business	1.84	2.85	Yes	
Mean Installation Interval - No Field Work - Residence	1.47	0.91	No	
Mean Installation Interval - No Field Work - Business	2.52	1.00	No	
Mean Installation Interval - UNE Combos	n/a	2.71		
% Installations Completed Within in 5 Days - Field Work - Residence	98.44%	93.93%	Yes	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Business	100.00%	90.42%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	97.68%	97.81%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	92.24%	95.42%	No	
% SWBT Caused Missed Due Dates - Field Work - Residence	3.86%	6.99%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	0.00%	7.00%	Yes	Insufficient Sample Insufficient Sample Insufficient Sample Insufficient Sample
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.03%	0.08%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.04%	0.33%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.39%	4.12%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	3.92%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	7.35%		
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	10.00%		
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.36%		
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	1.90%		
Average Delay Days due to Lack of Facilities - Residence	11.67	12.67		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	14.42		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.71%	3.72%	Yes	Under Investigation
% Trouble Reports within 10 Days - Field Work - Business	2.08%	2.32%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.87%	1.65%	No	
% Trouble Reports within 10 Days - No Field Work - Business	0.34%	1.59%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	7.88%	2.94%	No	Under Investigation
Trouble Report Rate (%) - Business	0.35%	1.69%	Yes	
% Missed Repair Commitments - Dispatch - Residence	5.51%	8.45%	Yes	Oct 97 - May 98 within parity
% Missed Repair Commitments - Dispatch - Business	27.12%	13.73%	No	
% Missed Repair Commitments - No Dispatch - Residence	6.09%	6.30%	Yes	
% Missed Repair Commitments - No Dispatch - Business	12.50%	11.72%		
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	22.33	22.51		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Business	12.59	14.06		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	15.59	8.87		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	1.23	5.12		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	15.66	19.00	Yes	Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Business	12.91	11.06	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	6.78	10.98	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	1.51	6.11		
% Out of Service (OOS) <24 Hours - Residence	84.75%	84.05%	Yes	Under Investigation
% Out of Service (OOS) <24 Hours - Business	93.22%	92.12%	Yes	
% Repeat Reports - Residence	5.24%	8.56%	Yes	
% Repeat Reports - Business	17.86%	7.25%	No	

## PERFORMANCE MEASUREMENT REPORT

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.14			Insufficient Sample
Average Installation Interval - ISDN	5.33			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	5.68%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	25.00%	15.63%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	6.95%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	6.00%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.13%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	2.21%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	33.33%	6.25%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	8.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	2.00	3.67		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	9.25	11.19		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	5.70	9.05		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	9.59		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	7.89		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	13.64		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	15.15		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	0.00%	9.97%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	6.35%		Insufficient Sample
% Repeat Reports - DDS	n/a	1.15%		Insufficient Sample
% Repeat Reports - DS1	n/a	n/a		Insufficient Sample
% Repeat Reports - DS3	n/a	n/a		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.43%	4.58%	Yes	
Failure Frequency (Trouble Report Rate) - ISDN	0.29%	6.16%	Yes	
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.36%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog *	7.78			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop *	8.18			
Average Installation Interval (Days) - 2 Wire Digital *	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port *	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog *	18.52%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop *	2.00%			
% Installations Completed Within in 3 Days - 2 Wire Digital *	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port *	n/a			Insufficient Sample
* NOTE: These results are preliminary and subject to change upon further validation.				
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	15.63%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	5.68%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	2.56%	n/a		
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	6.00%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	4.67%	6.95%	Yes	
% Trouble Report within 30 Days - DS1 Loop	8.82%	n/a		
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	6.25%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	2.21%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	n/a		
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	3.67		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	8.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	0.00%	6.16%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.35%	4.58%	Yes	
Trouble Report Rate (%) - DS1 Loop	1.71%	0.00%	Yes	
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	46.15%	8.45%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	9.05		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	5.01	11.19		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	3.03	n/a		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	13.64		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	2.56	7.89		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	3.30	n/a		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	53.85%	84.05%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	6.35%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	0.00%	9.97%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	n/a		Insufficient Sample



## PERFORMANCE MEASUREMENT REPORT

Interim Number Portability (INP)			
	Result	COMMENTS	
Percent Installations Completed Within in 3 Days	8.83%		
Percent Installations Completed Within in 7 Days	41.70%		
Percent Installations Completed Within in 10 Days	47.00%		
Average Installation Interval (Days)	10.53		
Percent Trouble Reports within 30 Days	0.00%		
Percent Missed Due Dates	0.00%		

Interconnection Trunks				
	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.02%			
Percent Trunk Blockage - Between SWBT End Office and Tandem (2 Way)	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.14%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.05%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.10%			
	CLEC	SWBT	COMMENTS	
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	50.5%		
Percent Missed Due Dates - SWBT to CLEC Trunking	5.6%	50.5%		
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	11.16		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	11.16		Insufficient Sample